



February 18, 2021

CAITLIN CLEVELAND  
MLA, KAM LAKE**Oral Question 528-19 (2): Integrated Case Management**

This letter is in follow-up to the Oral Question you raised on February 09, 2021 regarding the Integrated Case Management (ICM) program. I committed to provide some further information on what happens if someone tries to self-refer to the program.

ICM was not designed to have residents self-refer to the program, and as such is not set up in a way to accommodate this. However, if an individual shows up and is seeking immediate assistance through ICM, they are not turned away. A variety of options are considered and then implemented once their needs have been assessed. This includes:

- Residents with basic needs who are not eligible for the ICM program will be connected to the appropriate service. Individuals will be informed of the resources available and will not be redirected until an informal service plan is created outlining the steps required in order to meet their needs.
- Residents who are eligible for the ICM program but not experiencing immediate crisis will be directed to a GNWT stakeholder to complete an ICM referral, if appropriate. During this process staff will provide direction to the appropriate office and will notify the service provider of the need to refer.
- Residents who are eligible and are faced with an immediate crisis will be connected directly with a GNWT stakeholder. With verbal consent from the resident, a referral is completed over the phone and then faxed to the ICM office. Staff will attempt to mitigate their immediate needs, involve key services and coordinate a follow up appointment with the resident.

Again, this is not how the program was designed to operate, and having any substantial volume of residents seeking to self-refer to ICM in this way would overwhelm the service and not be sustainable.

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I note the Member's interest in having the Department of Justice work with other government departments to identify and provide solutions where client service access challenges exist. The intent of the new Integrated Service Delivery initiative is to change how we deliver services so that it is focused on wrap-around client centered service delivery. This shift would have all service delivery frontline workers come together to support clients based on their needs, and I look forward to the work that will progress in this area.

I would like to thank you for your positive recognition of the ICM program and the work they are doing in serving some of our most vulnerable citizens. I hope this information is helpful, and I would be pleased to schedule a meeting if you would like to discuss further.

A handwritten signature in black ink, appearing to read 'R.J. Simpson', with a long horizontal stroke extending to the right.

R.J. Simpson  
Minister, Justice

- c. Clerk of the Legislative Assembly  
Deputy Minister, Justice  
Legislative Coordinator, Executive and Indigenous Affairs